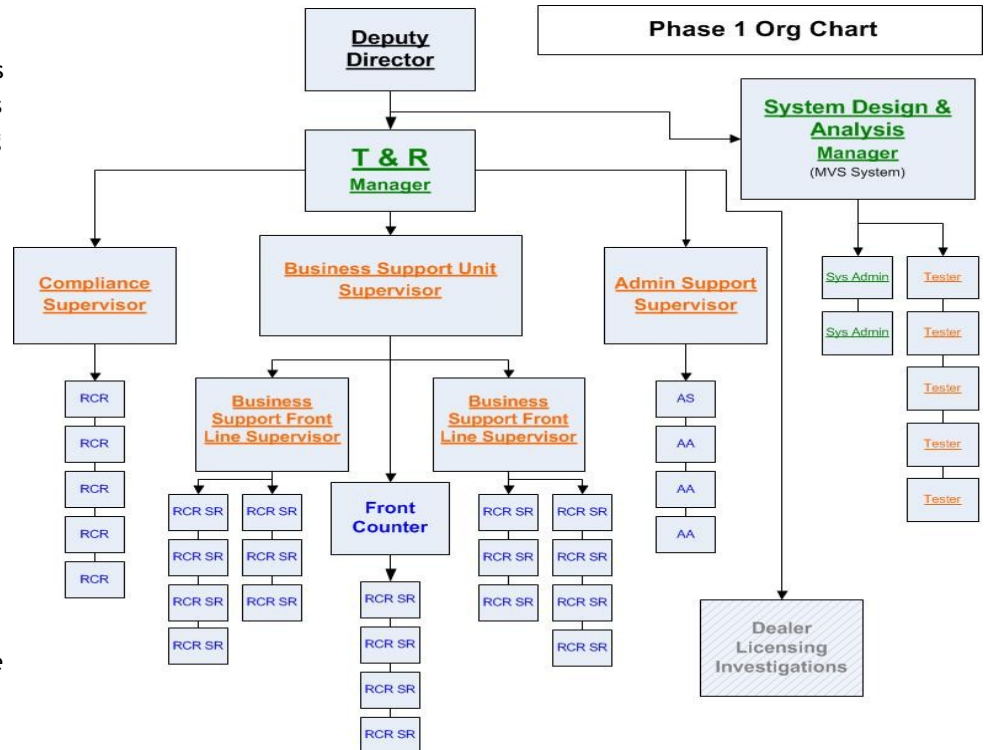




Milestones and Accomplishments from the DMV Modernization Project

A Message from Project Director Rick Clelland

With four months until Phase I go-live we are in the midst of building our new Titles & Registration Organization. After months of analyzing current versus future staffing needs, we now have a clear vision of what the future holds. In my dual role as project director and deputy director of vehicles, I am pleased with the quality of associates that have been selected to fill management and supervisory positions in the Division of Titles & Registration. Below you can read more about the employees chosen to fill these positions and what they will be doing. We are now in the process of filling our final tier, which includes the associates that will serve as the backbone of the new organization. The chart directly to the right is included for your reference on the organizational structure of the new Titles and Registration Bureau.



New DMV Roles Emerging

Cathy Novak-Wood, Organizational Development Team

As we move forward with implementation of a new system, the Department of Revenue Titles and Registration Bureau is also undergoing a reorganization. This includes changes to the structure of the bureau as well as changes in job duties for associates. Although not all of the new roles have been assigned, the process is well underway and all T&R positions are expected to be filled by March 31, 2011.

Michael McLin will continue in the **T&R Manager** position. Michael's main responsibility is to oversee the new Titles and Registration Bureau, which is comprised of Compliance, Business Support, Dealer Licensing/Investigations and Administrative Support units.

Michael Fitzgerald has acquired the position of **System Design and Analysis Manager**. In this position he will oversee the **System Design and Analysis Team**. Michael's main responsibility is to facilitate the implementation of the new MVS and then to maintain and enhance the system. His team is responsible for system testing, administration and implementation of system policies and procedures. It includes **Amanda McCall** and **Rhonda Banks**, who have accepted positions

as **System Administrators** for the **System Design and Analysis Team**. The team also consists of a series of **MOVRS testers**, including **Juan Gonzales**, **Karen Schultz**, **Jennifer Hermann**, **Jessica Ballinger** and **Catrina McNary**.

Lee Ann Phelps has accepted the **Business Support Unit Supervisor** position. Her main duties will include overseeing call center operations, stakeholder support, customer account management and the front counter. Other T&R supervisors include **Debbie Mumert** (Compliance Team), **Madeline Carson** (Administrative Support, Inventory and Plates Team), **Heather Cunningham** (Business Support, Dealers, Elien & Webtags Team) and **Jamie McCabe** (Business Support, County & Titles Support and NMVTIS Help Desk Team).

The third and final phase of recruitment and hiring includes the following positions: **18 Revenue Customer Service Representative Seniors**, **five Revenue Customer Service Representatives**, **one Administrative Specialist** and **three Administrative Assistants**.

Learning Center Resources

George Waters, Learning Center



Announcing the new resume and interview resource center in the Learning Center!

Need help updating your resume or polishing up your interview skills? The DMV Modernization Project and the Learning Center can help!

The Learning Center is proud to host this wonderful resource. We have examples of good cover letters, articles on how to write a first-rate resume, an interview question guide, interviewing tips from some of KDOR's own hiring teams and more.

The resume and interview resource center is located in the lobby of the Learning Center and online! You have complete access to all these documents at the Training link on Inside KDOR or the DMV Modernization Project website.

We hope these resources will help you get that job and come out ahead!

An Article About Tongue Depressors, Surf Boards and the New DMV System

Shawn Nelson, Information Technology Team



Wow! I was given less than 500 words to write an article for the DMV Modernization Project Newsletter. That is like giving someone a tongue depressor to use as a surf board for the wave pool at Oceans of Fun. What I mean is, there are a lot of things I can say about the project, but I am picking one very small sliver of the pie: the

Phase I MOVRS Core Training Session.

While I am technically on the Technical Team, writing refined reports as a dedicated developer, I have also been trained as a trainer. So, of course, when the opportunity arose for me to be part of the two-day Pilot Training Session, I was very excited to cross reference my technical and training skills. I have been on the project for 10 months and I would finally have the chance to really get in front of the Sandbox application and actually do some of the things I have only talked about in functional design sessions... sort of.

Day 1. I say "sort of " because about one hour into the all-day training, a water main broke across the street, the water was shut off to the entire building, and we all had to go home. It's not exactly something the trainers had planned for in their training material! And it was too bad because the hour I did get was very impressive. Of course, the tool is still in development, but it was clearly

very robust, and what impressed me the most were the trainers themselves. They had clearly put a lot of work into their training manuals and handouts, and a lot of thought into the daunting task of training an entire state of new users.

Day 2. The water was back on, bathrooms were re-opened and my water bottle was overflowing. I was ready for a full day in the system. I tried to imagine myself as a county user seeing the tool for the first time, and comparing it to the old way of doing things. Indeed, this new system presented quite a change- for the better. We spent the day doing EZ and regular Registration Renewals, Title Transactions, Correspondence, and Finalizing Transactions. We took cash payments from customers, gave back change and (virtually) printed their receipts.

In all, the system worked very smoothly. I was comfortable with the menu layout and the search pre-qualifier windows. The ATMM side still had a few technical glitches, but I am sure by go-live everything will be worked through. As for the trainers, by now they are well into their real training sessions, and I am sure they have done (and will continue to do) a great job. I appreciated the opportunity to see the tool in action, and with my tongue depressor surf board in hand, I am ready to go back to coding in my own slice of the DMV Modernization pie.

Analyzing Acronyms

DRIVS

The **Driver Record and Issuance Verification Solution** is Phase II of the DMV Project, focused on the Driver Control, Driver Review and Driver's License portion of the new DMV System.

For a complete list of project acronyms, visit the [DMV Project website](#) and click on [project documents](#).

All Aboard the Train to the Future

Beth Bogenrieder, Organizational Development Team

As the DMV Project rolls along, the changes keep coming full force on the train toward the new future in the Department of Motor Vehicles. While Titles and Registration is molded to the new vision, the Organizational Development Team has lent a helping hand to associates, preparing them for this reorganization by holding workshops focusing on the basics of cover letters, resumes and interview skills.

The first round of workshops centered on creating a solid cover letter, led by DMV Project Communication Specialist Gena Terlizzi. During this class, associates learned the purpose of a cover letter, tips and suggestions for presenting yourself in the best possible light and common mistakes to avoid. After learning the basics, associates were guided through the process of creating and completing their own cover letter in the Meadowlark Computer Lab.

The second round of workshops was a combination of resume and interview skills. Job Design Consultant Breana Berroth led the resume section, while Change Analyst Juan Gonzales headed the interview skills portion of the class.

Breana began her first session by explaining common resume mistakes and simple ways to strengthen resume bullet points. She also provided associates with different formatting options for their own resumes. Associates were given templates and asked to fill in their own pertinent job

history and skill information. After creating a first draft, they were able to bring their drafts to Organizational Development Team members for further review and assistance.

Juan's portion of the class focused on strengthening interview skills. Associates learned not only how to prepare for answering interview questions, but also how to organize thoughts and calm the body during this stressful, frightening process. OD Team members also staged mock interviews to demonstrate both good and bad interview techniques. Then associates had the chance to practice with each other during their own mock interviews.

The feedback on these workshops was unanimously positive, and associates admitted to feeling much stronger on the concepts of cover letters, resumes and interview skills. In addition to the workshops, Organizational Development Team members made themselves available to assist with additional help with all of these subjects, ranging from holding one-on-one interview sessions to editing and making suggestions on cover letter and resume drafts.

The DMV Project strives to make the Department of Motor Vehicles environment a positive and rewarding place. The train to the future has made its stop in Titles and Registration for Phase I and is set to continue on to Phase II, full steam ahead.

Driver Control Bus on the Move

Kelly Belletto, Driver Control



In Driver Control, we are beginning to prepare our associates for Phase II of the DMV Modernization Project.

Driver Control Change Agents Susan Kotsch, Delania Thomas, Sabrina Barta and Armandina Soto have scheduled a Driver Control Change Agent Network meeting, where they will discuss the coming changes, and explain another new initiative in our office: the CAN stations

We've set up two dedicated work stations, called CAN- 1 & CAN- 2, to allow associates a place to go, without interruption, to familiarize themselves with the DMV Modernization Project website and all it has to offer. We're asking each associate to spend 20 to 30 minutes on the web site and offer feedback of their experience.

We're also excited about the new "YES WE CAN" bulletin board located at the front of the office. Associates can stop and look at the project timeline, acronyms related to Driver Control processes and pictures of driver control associates (to remind them they all play a major part in the project). We plan to use the bulletin board to post project updates and information about the changes that affect our office.

Members of the Organizational Development team have begun job shadowing associates in our office. It's nice to have someone come down and see how our office works, and it really makes the project seem real. Our bus is finally on the move and we can't wait until the big bus stop of January 2, 2012!

Equipment News: Printers & Scanners

Toni Roberts, Project Management Office

The Kansas Department of Revenue has awarded the bid to Dell Marketing Inc. to provide the Laser Printers and Scanners that will support the new 3M MVS System.



Printer - Lexmark T650dn

This **laser printer** will support printing all title and registration transactions. This model is equipped with three drawers. Two paper drawers should be dedicated to current and prior year print on demand registration decals, while the third drawer can be dedicated to title and registration transactions that do not require a decal, such as 30-day permits, reports and miscellaneous printing. Please keep in mind the printer's main priority will be title and registration work. It measures approximately 21.7" x 16.7" x 19.4". The printers will not be ordered until late March for storage and maintenance reasons.



Scanner - Kodak Scan Mate i1120

The **scanners** will allow you to scan and create an electronic image of documents required to process a title or registration transaction. You will be able to scan one or two-sided images in color, black and white, and gray scale, as well as retrieve and view the images collected at the time of application later for your reference. The new imaging aspect of this project will bring a cost savings as it will eliminate the need for mailing all the paper documentation to the state. It measures approximately 5.8" x 11.8" x 6.2". The scanners were ordered in February and should arrive in county offices throughout the month of March.

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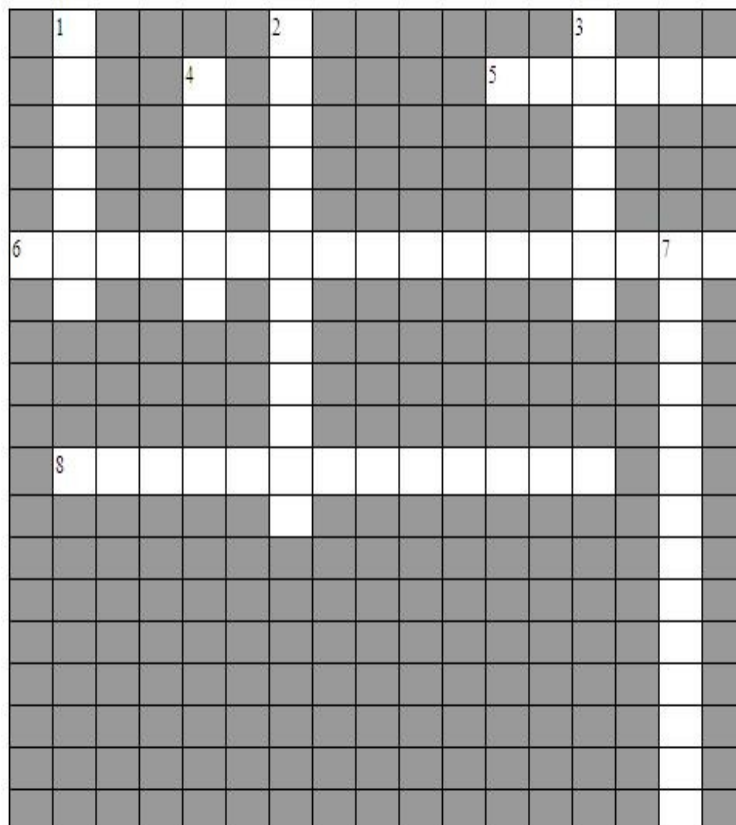
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www.dmvproject.ks.gov

To receive the most recent DMV Project Information by email, go to the above website and click on [List Manager](#).



DOWN

1. The phase of the project dealing with DRIVS.
2. DMV Project Director
3. Month when Phase II goes live in 2012.
4. The DMV Project Team leading cover letter, resume and interview workshops.
7. The place where you can find cover letter, resume and interview resources.

ACROSS

5. The phase of the project dealing with MOVRS.
6. System Design and Analysis Manager
8. DMV ____ Project